

E-Government developments in the City of Vienna

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Agenda

- **ICT numbers**
- **e-Government numbers**
- **How we do it**
 - **Applications**
 - **Infrastructure**
- **Next steps**
- **Questions?**

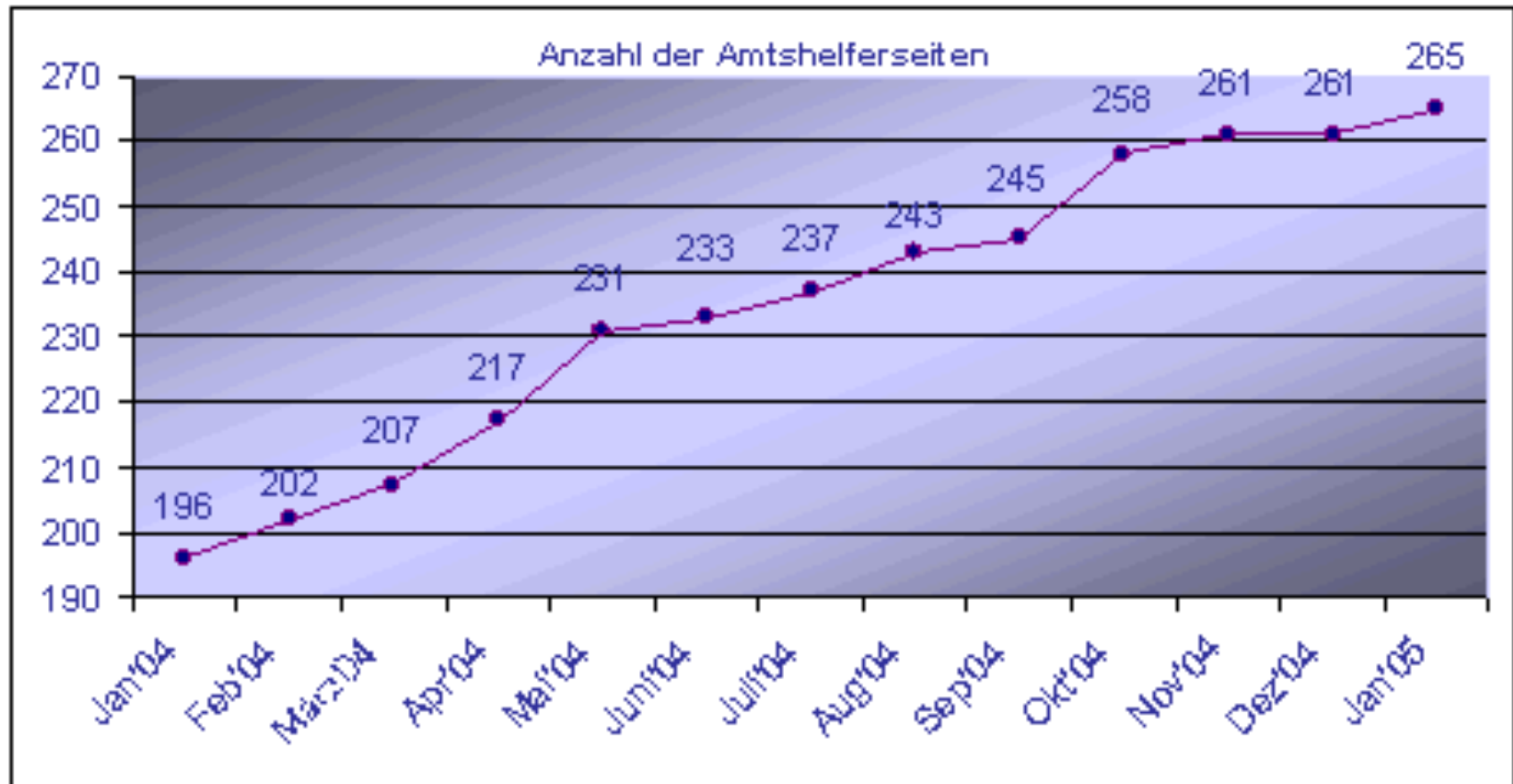
ICT numbers

- **ca. 470 people in department**
- **about 140 customers (Departments), ca. 65.000 people**
- **ca. 15 external customers**
- **More than 16.000 desktops**
- **More than 7.500 printers**
- **One IBM - large range system**
- **More than 500 servers**
- **about 300 connected networks**

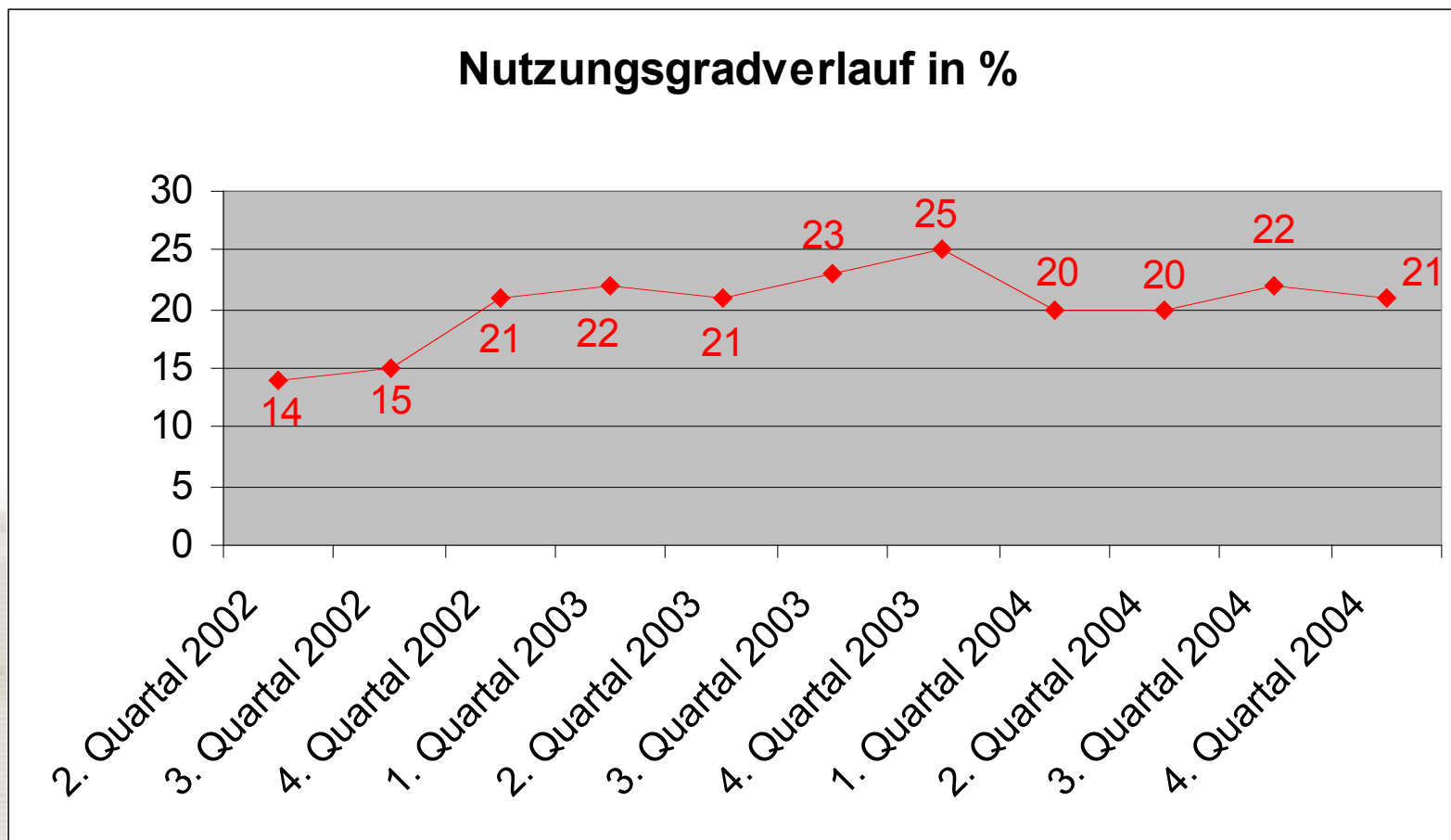
ICT numbers II

- **130 PBX 's**
- **24.000 phones**
- **Procurement**
 - **about 2.500 procurements annually**
 - **about 60 official procurements (10 EU-based)**
- **„Help Desk“ calls: 45.000 per year**
- **Internet usage: wien.at**
 - **500.000 visitors per month**
 - **19 million page visits per month**

Number of Services (absolute)



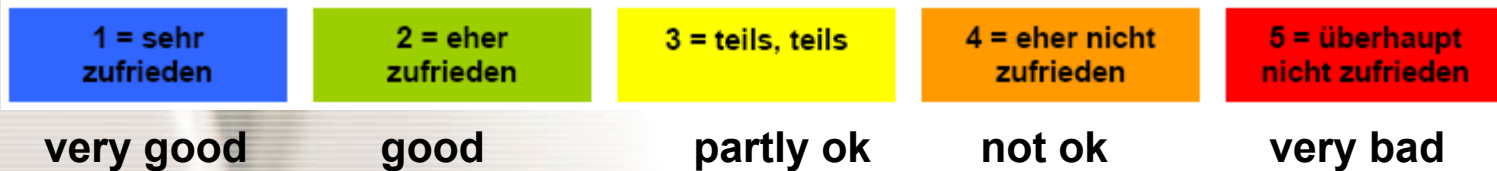
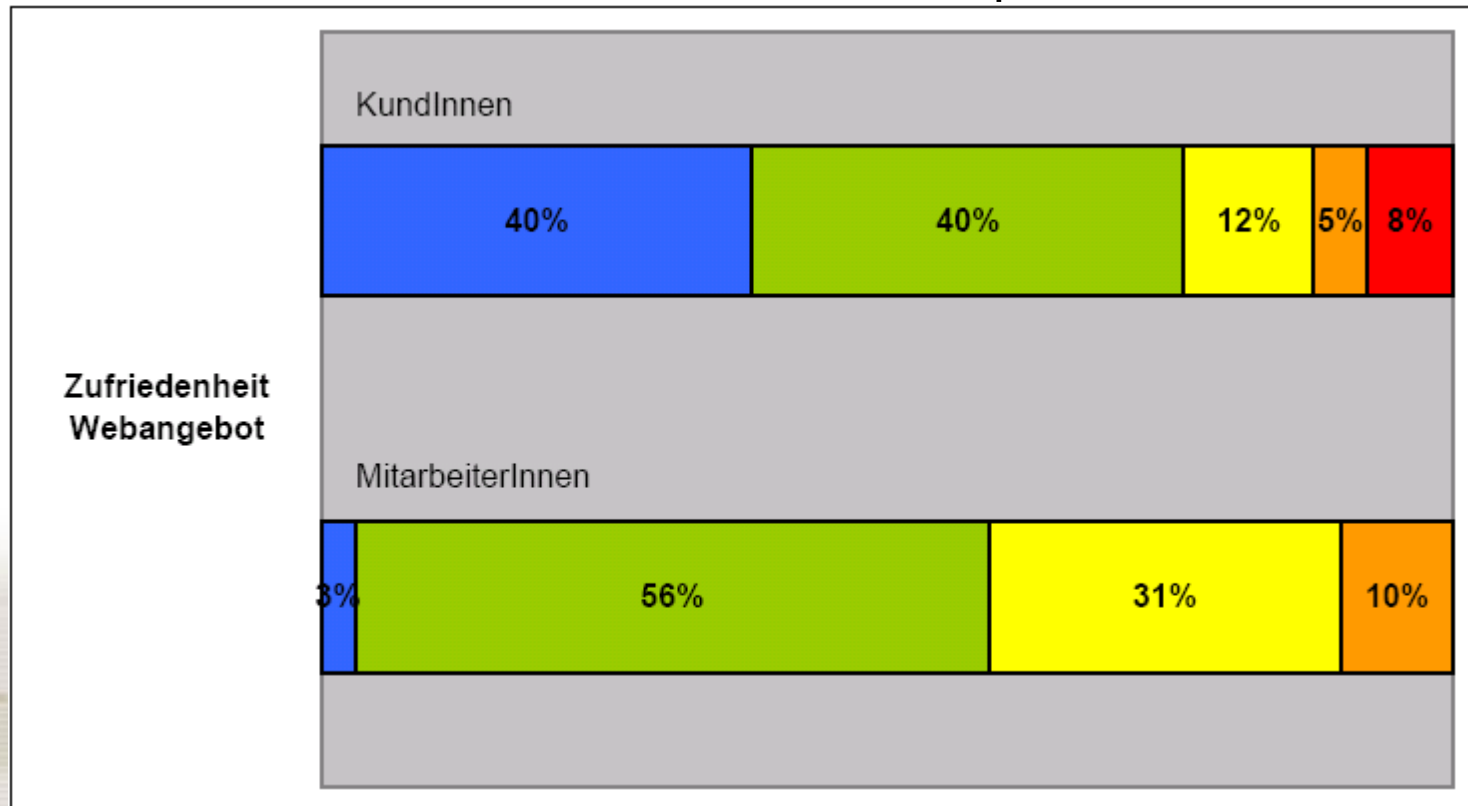
Usage of Services (in %)



Measurement changed in Q1/2004

Satisfaction survey: Web offering

First row: customers **Second row:** department workers



How we do it: Applications

- **Mostly self programmed:**
 - **C# under Microsoft .NET**
 - **JAVA under Linux**
 - **Perl under Linux**
- **Frameworks for Style Guide Support**
- **Goal: Integration of Web Front Office and Back Office**
- **Integration into Electronic Workflow (ELAK) (Fabasoft Components)**

How we do it: Infrastructure

- **Strong central services for applications:**
 - GIS Web Services
 - Security portal
 - electronic payment system and database
 - Layout and Content Management
 - Web based Document Management
 - establishing Services for electronic signature and identity cards
- **Frameworks and API 's for several platforms supporting the infrastructure**
- **Using Open Source Technologies to glue services**
- **Strong commitment to Webservices (SOAP)**

Next steps

- **Integration of strong electronic signature in the frameworks**
- **Integration of Citizencard sign on in the security portal**
- **Stronger integration in Back Office systems**
- **Phase out and renew older applications and reimplement them using Web technologies**
- **Implementation of electronic delivery**

Questions?

Any Questions?

Thanks

Peter Pfläging